



- Current
- Proposed

Civil Service Classification: Analyst II
Working Title: Facilities and Business Services Analyst
Division Branch Name: Administrative Services
Incumbent: VACANT
Position Number: 797-631-5393-704
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Non-Exempt
CBID: R01
Tenure: Permanent
Time Base: Full-Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA, and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

Primary Domain(s): N/A

DESCRIPTION:

Under the direction of the Supervisor I of the Facilities and Business Services (FBS) unit in the Business Management Section (BMS), Analyst II performs complex business functions for the California Department of Aging (CDA) such as manages and analyzes the department's asset and property management program, ensuring accurate lifecycle tracking, compliance with the State Administrative Manual (SAM) and Department of General Services (DGS) requirements, and audit-ready documentation. The incumbent evaluates operational data, vendor performance, and facility needs to support decision-making, improve processes, and maintain service continuity. Incumbent also oversees contracts, facility operations, and specialized programs including fleet, telecommunications, and asset receiving.

ESSENTIAL JOB FUNCTIONS:

25% Asset and Property Management

Manages and maintains CDA's asset and property management program in accordance with the SAM and DGS guidelines, including but not limited to overseeing and managing the full lifecycle of departmental and contractor equipment, including inventory tracking, tagging, reconciliation, and disposal of assets by utilized systems such as SimpliGov, FI\$Cal, Excel workbooks, the DGS online disposal process, and email to ensure accurate recordkeeping, data integrity, and audit-ready documentation. Process all surveys and transfer documents, including equipment donated by external entities to ensure accurate documentation, and compliance with state property and asset management requirements. Maintain the property inventory system to ensure accurate, complete, and up-to-date asset records and overall data integrity for departmental property management, using ServiceDesk/ManageEngine inventory system. Conducts physical inventory to verify the accuracy of departmental asset records and prepare audit-ready documentation for DGS. Develops, implements, and continuously refine processes, and procedures for property control, maintenance, and disposal. This includes conducting complex analytical reviews of asset data, evaluating compliance risks, identifying process gaps, and using quantitative and qualitative analysis to ensure consistent asset-management practices and full adherence to state requirements. Interpret updates to state asset laws and regulations to assess operational impacts and advise management on mitigating impacts to business operations and implementation strategies using legislative and regulatory updates, SAM and DGS policy guidance, legal and policy research tools, and stakeholder consultation.

25% Facility Coordination and Space Planning Management

Serves as the primary coordinator for facility operations and space planning by analyzing space utilization data, interpreting facility management system outputs, and applying department procedures to ensure efficient utilization of office space and effective coordination of facility activities. Conducts conference and storage room planning and providing data-driven recommendations for complex intra-office moves. Performs workstation adjustments resulting from ergonomic assessments and conduct minor repairs to modular furniture and office equipment (e.g., chairs, copiers). Administers the Condeco/Zoom Room hoteling system, including user setup, troubleshooting, and vendor coordination for hybrid work options. Acts as the liaison for building maintenance (HVAC, janitorial, plumbing), reporting safety issues to the property manager and monitoring repairs to completion. Responsible for the set-up/tear-down of conference rooms and assisting staff with electronic equipment (ClickShare, hotspots, Audio Visual (AV) systems) ensuring timely resolution.

20% Contract Management and Oversight

Establish and oversee multiple ongoing contracts and service agreements essential to CDA's daily operations, including GLS, FedEx, IMS, Movers, Pitney Bowes, Managed Print Services,

Zoom, Survey Monkey, and Property Management Service Agreements by evaluating vendor performance against service level expectations, analyzing usage patterns and operational needs, identifying service gaps or inefficiencies, and determining appropriate corrective actions, such as service adjustments, escalation to vendors, or process improvements. Monitor all contract expenditures to ensure they remain within budget and initiates renewal processes at least six months prior to expiration. Update the Statements of Work (SOW) as needed to reflect changing operational requirements. Identify and submit invoice disputes when discrepancies occur. Ensure contract amendments and new contract agreements are executed timely to avoid service disruptions and verify that all vendors adhere to established terms and conditions.

20% Operational Analysis and Continuous Process Improvement

Evaluate and analyze current end-to-end operational workflows and processes (inventory tracking, property transfers, vendor coordination, and telecom billing) to identify systemic inefficiencies or compliance gaps. Streamlines and redesigns processes such as asset tagging, audit preparation, and reconciliation activities to reduce manual errors and improve accuracy, efficiency, and audit readiness. Implement procedural improvements, including the enhancement of inventory databases and standardization of vendor coordination workflows. Leverages Excel and other reporting tools to improve operational visibility and support data-driven decision-making for management. Continuously updates and develops internal policies and procedures to align with SAM, DGS requirements, and audit standards. Collaborate with IT, vendors, and external partners to evaluate system capabilities, recommend sustainable process changes, and support long-term operational improvements.

5% Business Operations – Asset Receiving, Telecommunication, and Fleet

Administers the department's specialized operational programs by performing complex analytical work to ensure compliance, operational efficiency, and effective resource management.

Telecommunications Program: Evaluates monthly AT&T/CALNET billing data, conducts variance and trend analyses to identify discrepancies or potential fraud, and approves charges based on policy and cost-allocation requirements. Investigates and resolves billing anomalies, prepares analytical summaries for management, and oversees service-request workflows (Form 20s) for landlines, fax lines, and mobile devices, including service provisioning and account maintenance.

Fleet Program: Serves as the Fleet Coordinator and performs analytical review of fleet utilization, cost trends, and compliance requirements. Prepares and submits mandated monthly and annual reports (State Miles Driven, DGS Fleet Certification, Home Storage Permits), ensuring data accuracy and adherence to OFAM standards. Maintains and audits the OFAM database, monitors WEX fuel-card activity for irregularities, and coordinates vehicle maintenance and repair decisions based on cost-benefit analysis and operational needs. Operates a State vehicle for courier functions as required.

Receiving and Asset-Tracking Program: Oversees the intake, tagging, and classification of incoming property, ensuring accurate integration into the BMB ServiceDesk tracking system. Analyzes asset-tracking data to identify gaps, improve reconciliation accuracy, and strengthen internal controls.

5% MARGINAL JOB FUNCTIONS:

Perform other job-related duties to support the Business Management Branch, including serving as a backup for mailroom functions (sorting mail, applying postage). Answer the main phone lines and intercom as needed. Escort visitors and vendors through CDA's secure areas. Perform special assignments and projects as required to support the mission and goals of the Department.

TRAVEL: 5% Occasional travel may be needed

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, standing, and moving from one location to another, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person. This position requires the individual to occasionally flex their schedule by thirty minutes at a time to accommodate to customer onsite needs.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunities to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title



EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

- Duties meet class specifications and allocation guidelines.
- Exceptional allocation, STD 625 on file.

Analyst initials: _____ Date Approved: _____

Revision Date (if applicable): _____